

LOCAL WORKFORCE INVESTMENT AREA

CORRECTIVE ACTION AND TECHNICAL ASSISTANCE PLAN

Local Workforce Investment Area (LWIA):

San Luis Obispo County

Date: March 26, 2015

Contact Person: Reva G. Bear

Telephone Number: 805-0781-1838

Please work as necessary with your assigned Regional Advisor from the Workforce Services Division (WSD) of the Employment Development Department (EDD) to complete the following questions and information. Please be brief and specific in your responses.

1. List the performance measure(s) for which the LWIA failed to achieve at least 80 percent, and list the percentage achieved for each.

SLO LWIA failed to meet two measures for Program Year 13-14:

1. Adult Entered Employment:

Negotiated Rate: 76.5% Actual: 58.6% Success Rate: 77%

2. Dislocated Worker Entered Employment:

Negotiated Rate: 82.5% Actual: 64% Success Rate: 78%

2. For each of the above, provide an explanation or analysis of why the LWIA failed to achieve the minimum 80 percent.

PY 13/14 Entered Employment rate for both Adult and Dislocated Workers (DW) is based on customers exiting between January 2012 – September 2013, thus customers served in both PY11/12 and 12/13. Historically, SLO achieved both its Adult-specific and DW-specific measures while serving a conservative number of adult and dislocated workers enrolled at the intensive level only. Beginning in PY11/12 SLO changed its approach to serve a higher number of job seekers by registering job seekers into WIA services at the Core B (staff assisted) level, the outcomes of which are captured in the local area's performance cohort. Specifically, the numbers of job seekers counting in the performance cohort for Adults and DWs increased 450% from PY09/10 to PY11/12 and 12/13. This is critical as the change negatively impacted performance, not merely because the numbers increased but also because case management processes were not modified to support this increase in customers receiving a low level of staff assisted services (in comparison to intensive level interventions) that would then require different efforts to keep job seekers engaged in time to mitigate the impact. Finally, SLO Management failed to consider the implications of the increase in Core B (Staff Assisted) Registrations during the performance negotiation process for PY13/14. SLO understood that the State was seeking to "right size" performance and as an area that had a success rate in excess of the required 80%, SLO was not opposed to having its performance measure rates increased. Unfortunately, SLO underestimated the impact of these service delivery changes when coupled with the increased enrollment.

3. Based on the above analysis, describe what corrective actions will be taken to ensure that the minimum 80 percent performance will be achieved in subsequent years. See the attached "Items to Consider in Developing a Corrective Action Plan" for guidance as applicable to your situation.

SLO is in the process of implementing a comprehensive corrective action plan based on consultation with CWIB Performance Management staff, our EDD Regional Advisor, and EDD's Performance Management Unit as well as an internal assessment of areas for improvement that includes the following:

- Coordinated staff development among AJCC contractor staff to include case management, job development, and CalJOBS training (tentatively set for April 2015);
- Training to Increase AJCC contractor's effectiveness in CalJOBS to track case management requirements/outcomes via the case assignment function;
- Working with the AJCC contractor to promote accountability for performance among line staff and its middle management team (ongoing);
- Using labor market data more effectively to provide context for job search activities and to ensure that training is more closely tied to SLO's local economic region (in place as of PY14/15);
- Limiting current Core B Registrations to the previously agreed upon target of 10% of unique visitors to the AJCC (a goal identified as part of SLO's implementation of the ISD model in PY12/13) (as of PY14/15);
- Staff development among local area administrative managers to include site visits and conference calls to high performing areas with similar service delivery models as recommended by the CWIB's performance management staff. The purposes of these peer engagements is to learn useful and best practices that promote performance from other areas with a similar approach to Core B Registrations. Specific areas of focus include client engagement and follow up services and reporting (CWIB connected SLO to other local areas in March 2015, ongoing); and
- SLO requested training and technical assistance from the State CalJOBS Performance Management Unit and will be receiving CalJOBS training to include building MIS Administrator competencies in the areas of performance management and increase our effectiveness in using CalJOBS to monitor performance using administrative reporting function (training date TBD)

As part of the full implementation of an Integrated Service Delivery (ISD) model in PY13-14, AJCC staff was trained in assessment methodologies to improve customer service and appropriate referrals to services.

4. Will you require technical assistance from sources other than your LWIA staff resources as part of your corrective action plan?

☒ Yes ☐ No

5. If "Yes," identify the source(s) and the type(s) of assistance, and how the assistance will help to achieve the previously described corrective action goals. For example, local training/consultation may be available from other governmental or private entities. At the State level, your WSD Regional Advisor may be able to provide or identify other sources available to meet your specific needs, such as the WSD Capacity Building Unit, EDD's Employment and Training Network, the Department of Labor, and other sources.

As previously mentioned SLO consulted with the CWIB Performance Management staff, its Regional Advisor, and the EDD CalJOBS Performance Managmeent Unit. SLO staff will be receiving the aforementioned trainings/capacity building efforts itemized in #4 above. The CWIB referred SLO to Madera, Work2Future, and SETA local areas to receive assistance from peers in the areas of performance management and case management processes as well as oversight and quality control efforts that SLO staff may incorporate into its own practices to ensure performance is met.

6. Will any of the technical assistance sources identified above require funding not currently available to the LWIA?

☐ Yes ☒ No

7. If "Yes," do you plan to apply for technical assistance funds from the State? (NOTE: Other sources must be used if available. Requesting funding from the State must be a last resort and undertaken only if other sources are not available.)

☐ Yes ☒ No

If "Yes," complete the attached "Application for Technical Assistance Funds Regarding Failure to Meet Performance" and attach it to this corrective action plan. If "No," describe how you plan to procure the assistance.

N/A

ITEMS TO CONSIDER IN DEVELOPING A CORRECTIVE ACTION PLAN

- Improving the assessment methodology to ensure appropriate referrals to Core B, Intensive, and Training services
- Training for staff and/or subcontractors through a combination of cross-training by strong performers and on-site visits elsewhere in the State
- Training on adult, dislocated worker, and youth performance management
- Training on job development and client job retention
- Training on Workforce Investment Act (WIA) case management for adults and youth
- Improving customer service and customer satisfaction
- Improving local partnerships and expanding services in the One-Stop system
- Improving monitoring of service providers and other subcontractors
- Training on WIA participant reporting forms
- Training regarding the efficient use of management information system data
- Procurement of updated labor market information tailored to local participant and employer needs
- Development of specialized outreach efforts to publicize the services available in the One-Stop Career Centers, including free public announcements through local media and professionally produced videos
- Reorganization study conducted by outside consultants
- Consultant services to assess the LWIA's procurement system
- Improving the One-Stop certification process
- Improving linkages with the business community
- Improving client follow-up services

APPLICATION FOR TECHNICAL ASSISTANCE FUNDS REGARDING FAILURE TO MEET PERFORMANCE

Subject to the availability of funds, the State may provide a maximum of \$25,000. A local area will not receive more funding for technical assistance than it would have been eligible to receive in incentive awards, or that it received as a partial award, under the Exemplary Performance Incentive Award policy described in WIA Directive WIAD04-12. The State will not fund the following:

- Administrative costs
- Staff salaries or benefits
- Out-of-State travel
- Development or implementation of management information systems (NOTE: local areas may receive funding for consultant services or training on how to improve their systems, use data efficiently, etc., but not to directly develop or implement a new system)

Identify each training source/title, seminar/conference, etc. (NOTE: Make sure this is consistent with sources identified in *items 3 and/or 5* on the first page of this corrective action plan). A brief expenditure breakout is required for each source/activity identifying expenditures by type of activity:

- Consultant/Trainer Costs
- Travel/Equipment/Facilities, etc.
- All Other Costs (identify types and amounts)

Not Applicable

TOTAL FUNDS REQUESTED: \$ 0

SIGNATURE PAGE

This Corrective Action and Technical Assistance Plan for the San Luis
Obispo County Local Workforce Investment Area is approved for submittal to
 the State of California.

Debbie Arnold

Chairperson, Board of Supervisors, County
 of San Luis Obispo, State of California

Name

Title of Chief Elected Official

 5/19/2015

Signature

Date

CARL DUDLEY

Carl Dudley

Local Workforce Investment Board Chair



Signature

3/26/15

Date

ATTEST:

Tommy Gong, County Clerk-Recorder and
 Ex-Officio Clerk of the Board of Supervisors

By, Wanda Cummings
 Deputy Clerk

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Signature

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Carl Dudley
Local Workforce Investment Board Chair

Signature

3/26/15
Date